Quarterly Summary of Provider Complaints 2nd Quarter 2008

AMERIGROUP Tennessee, Inc.					
Provider Type	MCO BHO Action	Count			
DME (Durable Medical Equipment)	Resolved	1			
Home Infusion	Reversed	1			
Hospice	Reversed	1			
Hospital-M	MCC Not	1			
Outpatient Surgery	Reversed	1			
Physician-Behavioral Health	Reversed	1			
Physician-Medical	Denied	2			
Physician-Medical	Reversed	7			
RMHI(Regional Mental Health Inst RMHI(Regional Mental Health Inst Transportation	Resolved Reversed Reversed	1 4 1			
				Total for the Quarter:	21
			Doral Dental of Tennessee		
Provider Type	MCO BHO Action	Count			
Dental	Denied	1			
Dental	Resolved	1			
Dental	Reversed	4			
	Total for the Quarter:	6			
ulth					
	MCO BHO Action	Count			
Physician-Medical	MCC Not	1			
	Total for the Quarter:	1			
Memphis Managed Care Corporation d/b/a TLC					
		Count			
		1			
		1			
		1			
		1			
•	Partial	3			
Physician-Medical					
	Provider Type DME (Durable Medical Equipment) Home Infusion Hospice Hospital-M Outpatient Surgery Physician-Behavioral Health Physician-Medical Physician-Medical RMHI(Regional Mental Health Inst RMHI(Regional Mental Health Inst Transportation Doral Dental of Tennessee Provider Type Dental Dental Dental Dental Dental Dental Dental	Provider Type MCO BHO Action DME (Durable Medical Equipment) Resolved Home Infusion Reversed Hospice Reversed Hospital-M MCC Not Outpatient Surgery Reversed Physician-Behavioral Health Reversed Physician-Medical Denied Physician-Medical Reversed RMHI(Regional Mental Health Inst Resolved RMHI(Regional Mental Health Inst Reversed Transportation Reversed Total for the Quarter: Doral Dental of Tennessee Provider Type MCO BHO Action Dental Resolved Dental Reversed Total for the Quarter: alth Provider Type MCO BHO Action Physician-Medical MCC Not Total for the Quarter: Memphis Managed Care Corporation d/b/a TLC Provider Type MCO BHO Action Hospice Resolved Hospital-M Resolved Physician-Medical Denial Upheld			

Monday, November 10, 2008

(Partial = favor both MCC and Provider,

Duplicate = Previously Submitted to the MCC,

MCC Not = Provider submitted complaint against the wrong MCC)

	Physician-Medical	Reversed Total for the Quarter:	1	
			9	
PHP	Preferred Health Partnership of Tennessee, Inc.			
	Provider Type	MCO BHO Action	Count	
	DME (Durable Medical Equipment)	Reversed	1	
	Hospital-M	Denied	4	
	Hospital-M	Reversed	1	
	Physician-Medical	Denied	3	
	Physician-Medical	Resolved	1	
	Physician-Medical	Reversed	1	
		Total for the Quarter:	11	
UAHC	UAHC Health Plan of Tennessee, I	nc.		
J 10	Provider Type	MCO BHO Action	Count	
	Hospital-M	Reversed	3	
	Physician-Medical	Resubmit/Paid	1	
		Total for the Quarter:	4	
UHP	Unison Health Plan, Inc.			
	Provider Type	MCO BHO Action	Count	
	DME (Durable Medical Equipment)	Reversed	5	
	Home Health	Denied	1	
	Home Health	Reversed	2	
	Home Infusion	Denied	3	
	Hospice	Denied	1	
	Hospital-M	Denial Upheld	1	
	Hospital-M	Denied	7	
	Hospital-M	MCC Not	1	
	Hospital-M	N/A	1	
	Hospital-M	Reversed	8	
	Lab Work	Denied	1	
	Physician-Medical	Resolved	1	
	Physician-Medical	Reversed	6	
	Physician-Medical	MCC Not	5	
	Physician-Medical	Denied	11	
	Physician-Medical	Partial	1	
	Transportation	Reversed	1	

		Total for the Quarter:	56	
UPRV	UnitedHealthcare Plan of the River Valley, Inc.			
	Provider Type	MCO BHO Action	Count	
	DME (Durable Medical Equipment)	Resolved	1	
	Hospital-M	Reversed	1	
	Nurse	MCC Not	2	
	Nurse	Reversed	2	
	Nurse	Denied	1	
	Physician-Medical	Reversed	3	
	Physician-Medical	Partial	1	
	Rehab	Denied	1	
		Total for the Quarter:	12	
VSHP	Volunteer State Health Plan, Inc.			
	Provider Type	MCO BHO Action	Count	
	DME (Durable Medical Equipment)	Denied	1	
	DME (Durable Medical Equipment)	Resolved	1	
	Hospice	Denied	1	
	Physician-Medical	Resolved	1	
	Rehab	Denied	1	
		Total for the Quarter:	5	

Grand Total for the Quarter

125